Welcome to Conner Prairie! Please read this handbook carefully and contact Volunteer Services with any questions at 317.776.6000 ext. 264 or ext. 258.

BEFORE YOU VOLUNTEER FOR THE FIRST TIME, YOU WILL NEED TO:

- Attend a new volunteer orientation
- Pick up your volunteer shirt and name badge
- Learn how to record your volunteer hours
- Sign our DEAI Statement

Volunteer orientation is offered on the second Monday of each month, except in January. You’ll find the next scheduled sessions in the latest edition of our volunteer newsletter which is emailed to all active volunteers at the beginning of each month. Please contact Volunteer Services to RSVP for volunteer training or to arrange for a one-on-one orientation.

Thank you.
Welcome to Conner Prairie! We are excited and grateful that you’ve decided to share your time and talents with us.

Conner Prairie is one of the largest attractions in the region and one of the most visited outdoor museums in the country. We have a long history of innovation that spans the fields of science, history, art and nature. On our grounds, every guest has the opportunity to pursue fun and knowledge in a way that is tailored to them. We provide families with opportunities to come together, interact and learn in new and unique ways in the heart of Indiana. Each and every day, we inspire curiosity and foster meaningful interaction with unique, engaging experiences that don’t exist anywhere else.

As a volunteer, you are an important part of making Conner Prairie the magical place it is today. You’ll have the opportunity to learn, grow, and make new and lasting friendships as you immerse yourself in various programs and activities. You’ll help with educational programming, school tours, clerical support, maintaining our historic artifacts and gardens and much more. The choices are yours!

And, you receive great perks in return including free general admission passes, free admission to the special events that you help with, discounts in the Conner Prairie Store and cafe, flexible time commitments, and recognition for your time and talents.

You will be kept informed of the latest volunteer news and opportunities via our monthly email newsletter. This is where you will also find dates, rules and procedures for signing up to volunteer for specific events and programs.

Please take time to review this handbook and become familiar with our volunteer procedures. It contains instructions on a variety of important topics such as where to park and how to record your volunteer hours, and more. We strongly recommend you join us at one of our new volunteer orientation sessions where we will further explain some of the procedures covered in this handbook and give you a tour of the Welcome Center and some outdoor areas (weather permitting). We also offer more in-depth tours of our grounds. Upcoming dates for orientation and RSVP information can be found in the newsletter.

Again, thank you and welcome to Conner Prairie. We could not offer the programming we do without the support of volunteers like you! If you have any questions, please do not hesitate to contact one of us.

Sincerely,

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Volunteer & Intern Manager  
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*Please note: This handbook covers general guidelines and policies that apply to all volunteers. Additional information, guidelines and policies that pertain to specific areas will be addressed within those departments.*
ABOUT CONNER PRAIRIE

Conner Prairie is one of the largest attractions in the region and one of the most visited outdoor museums in the country. We have a long history of innovation that spans the fields of science, history, art, and nature. On our grounds, every guest has the opportunity to pursue fun and knowledge in a way that is tailored to them. We provide families with opportunities to come together, interact and learn in new and unique ways in the heart of Indiana. Each and every day, we inspire curiosity and foster meaningful interaction with unique, engaging experiences that don’t exist anywhere else.

Our Mission
Conner Prairie is a unique historic place that inspires curiosity and fosters learning by providing engaging and individualized experiences for everyone.

Core Values
At Conner Prairie, we are focused on our guests. At Conner Prairie, we have a heart for the past, head for the present and eye to the future. Through these values we strive to create meaningful connections, be curious and share what we know, evolve to fit the needs of the greater community and grow Conner Prairie to be better than we found it.

Experience
In the stories we tell and the way we tell them, we provide great experiences for our guests. We engage guests in ways that cause them to tell others, voluntarily, what a great experience they had on their last visit to Conner Prairie. We strive to offer a wide range of experiences that meet the needs and interests of our guests. This includes providing immersive learning experiences that are engaging, authentic, and interesting.

On an individual level, we strive for each guest interaction with a staff member or volunteer to be outstanding. On a museum-wide level, the overall guest experience should meet the same standard.

The Keys to Our Success
To help you better understand who we are and what we do, take a look at the six keys to our success. These will provide you a better sense of our mission, our approach and point of reference.

• We engage guests to become active participants in the stories of Indiana through hands-on experiences, programs and first-person interpretation.
• We approach guest engagement – which we call “Opening Doors” – by turning guests into participants, rather than just spectators, in the story of Indiana.
• We are principally focused on providing young families with a new kind of learning experience, but we have also added more adults-only programming and our offerings also encourage inter-generational fun and interaction.
• We are more than just 1836 Prairietown and offer other outdoor experiences like 1863 Civil War Journey, 1859 Balloon Voyage, Lenape Indian Camp, Treetop Outpost and William Conner House – as well as indoor experiences like the National Science Foundation-funded Create.Connect, Discovery Station & Craft Corner and Makersmith Workshop.
• We boast an agriculture program with one-of-a-kind live animal encounters experience and a rare heritage breeds program that helps ensure survival of historical livestock while also contributing to the thriving local farm-to-table movement.
• We are a Smithsonian Institution affiliate – the first in the state of Indiana. This affiliation provides us with resources – including speakers, artifacts, and professional development opportunities – that ultimately benefit our members.
Land and Facilities

- Conner Prairie spans 800 acres of land located six miles north of Indianapolis on the White River in Fishers, Indiana.
- The outdoor areas are open April through October. Four year-round indoor experiences located in Conner Prairie’s Welcome Center include Create Connect, Discovery Station & Craft Corner and Makesmith Workshop. Visit connerprairie.org to see videos, photos and more details about each one of these areas.
- Outdoor areas include 1836 Prairietown; 1863 Civil War Journey: Raid on Indiana; 1859 Balloon Voyage; Lenape Indian Camp; William Conner House; Animal Encounters, and Treetop Outpost. Visit connerprairie.org to see videos, photos and more details about each one of these experience areas.
- The Conner Prairie Store, located inside the Welcome Center, features gourmet treats and gifts made at Conner Prairie and across Indiana.

CONNER PRAIRIE AT-A-GLANCE

Community Impact

- Visitation to Conner Prairie has risen 250 percent since 2003.
- Conner Prairie is one of Hamilton County’s top employers, with more than 350 full- and part-time seasonal employees.

Accomplishments

- Awarded the National Medal from the Institute for Museum and Library Services, the nation’s highest award for museums
- Named one of the five most-visited outdoor museums in the nation according to the Outdoor History Museum Forum
- Received the Award of Merit from the American Association for State and Local History
- Earned a Conservation Award for Outstanding Conservation Exhibit from the Garden Club of America

Attendance (2018)

- Overall total guest attendance: 402,261
- School group participants: 52,838
- Symphony on the Prairie attendees: 122,140
- Summer campers: 2,317

Membership (2018)

- Conner Prairie member households: 7,704
- Memberships generated: $932,773
VOLUNTEER BENEFITS

As a 501(c) 3 non-profit organization, we rely heavily on volunteer support to ensure our events and programs are rewarding experiences for our guests. In recognition of your valuable time and talents, we offer the following benefits.

Flexible Volunteer Time Commitments
• Volunteer opportunities are available on a regularly scheduled basis or as-needed, depending on the area of involvement and the activity.

Discounts on Conner Prairie Membership
• Volunteers may purchase a discounted Conner Prairie membership (excluding donor level). Any volunteer who records 100-plus hours in a year is eligible for a FREE family or grandparent basic membership for the upcoming year.

Discounts in the Conner Prairie Store
• Just by showing your volunteer name badge, you’ll get 20% off gift merchandise and 20% off books.

Discounts at Café on the Common
• Just by showing your volunteer name badge, you’ll get 10% off your food and beverage bill.

Opportunity to Earn Complimentary Admissions
• Volunteers who help with certain special events may earn complimentary admission. General admission passes are given for each shift volunteered for specific events as well as free admission to the event on the day that you volunteer. Please refer to the assignment directions for details of any benefits for each event.

Periodic Volunteer Meetings and Social Events
• You’ll have the opportunity to network with people with similar interests at the Volunteer Retreat (March) and the Volunteer Recognition event (November).

GENERAL GUIDELINES

EEO Policy
Conner Prairie does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, marital status, veteran status or any other characteristic protected by federal or state law. Conner Prairie will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship for the organization. Contact the volunteer office with any questions or requests.

DEAI Commitment Statement
The board, executives, staff and volunteers of Conner Prairie firmly believe that its mission is expansive – that the past we share encompasses all communities and cultures, and that the individualized experiences we provide are for all people. We believe this mission compels us to create and maintain a culture that values everyone by actively challenging and responding to bias, harassment, and discrimination. Therefore, we will embrace, model, and lead ongoing diversity and inclusion efforts that respect and welcome all regardless of age, citizenship, ethnicity, gender identity, marital status, nationality, physical, mental and learning ability, race, religion, sexual orientation, and socioeconomic status.
Parking and Use of Employee Entrance
Volunteers are asked to use the employee parking lot and entrance when volunteering, unless otherwise instructed. The employee lot is to the left of the main drive and the entrance is next to the loading dock area. The first door is always open but the second door remains locked. Call the operator from the telephone in the vestibule to be admitted. Press “0” and announce that you are here to volunteer. The door will not buzz; just pull it open.

For some special events or programs, you may be asked to park in another location and report to a location outside the Welcome Center. You will be informed when this happens.

Dress Code
All volunteers receive one red Conner Prairie volunteer polo shirt. Please wear the shirt when volunteering for any post that involves interacting with the public. This helps our guests and staff in identifying you as a volunteer. In most assignments, you may wear khaki, black, white or blue jean bottoms – including knee length shorts. Certain areas may require that you wear khakis. This will be noted in the instructions for these positions. It is not necessary to wear your volunteer shirt if helping with an activity without guest interaction. Extra shirts and other optional volunteer clothing items may be purchased for a fee. Visit www.connerprairiedepot.com to view options and purchase items. All clothing is shipped to Conner Prairie and you will be notified when it has arrived. Any non-Conner Prairie hats must be logo free.

Name Badges
Conner Prairie volunteers receive a name badge that identifies you as a volunteer. Due to increased concerns for safety and security, you must always wear your badge when volunteering at Conner Prairie. Your badge is also used as identification to receive discounts in the Conner Prairie Store and at Café on the Common. If you lose your badge, please notify Volunteer Services immediately to have a new one issued.

Be Prepared For Indiana Weather
When volunteering for a special event or program, especially an outdoor post, remember that weather on the prairie may be unpredictable so dress accordingly. Summer days will likely require sunscreen and evenings may get quite chilly. Also, remember to bring bottled water and wear comfortable shoes when volunteering.

Non-Smoking Policy
In accordance with Indiana state law, Conner Prairie is a smoke-free and tobacco-free environment. We prohibit the use of smoking devices and tobacco within the facilities and on the grounds with the exception of inside your own personal automobile.

Drug and Alcohol Use
While volunteering, you must be both drug and alcohol-free. Volunteers are required to report to Conner Prairie in appropriate mental and physical condition to perform their assigned duties in a satisfactory manner. Use of prescribed drugs is permitted on Conner Prairie property only if it does not impair one’s ability to perform the essential functions of their assigned duties effectively and in a safe manner that does not endanger the volunteer, staff or other individuals.
Social Media Policy
As a volunteer, you help represent the brand and voice of Conner Prairie, whether you are speaking to someone, wearing Conner Prairie attire in public or sharing thoughts and experiences on social media. Conner Prairie encourages the use of social media to share information, photos and videos with those who visit or might in the future. Conner Prairie has established these general guidelines for the appropriate use of social media by volunteers to help you make responsible decisions about what you share through social networking channels.

The term social media includes all means of communicating or posting content, in the form of personally generated text, photographs, audio and video, and by sharing another person’s or group’s personally generated text, photographs, audio and video, with or without positive or negative commentary, on any Internet-hosted site, social networking sites, websites, blogs, web journals, web diaries, web bulletin boards, online news sites, chat rooms and other forms of electronic communication.

Any of your online activity that adversely affects your performance, the performance of employees and fellow volunteers or otherwise adversely affects members, customers, vendors, people who work on behalf of Conner Prairie or Conner Prairie’s brand, overall reputation, standing in the community, overall business operations or general business interests may result in prohibiting you from volunteering for Conner Prairie in the future.

Sexual and Other Harassment Policies
Conner Prairie is committed to providing a harassment-free environment. Conner Prairie strictly prohibits any type of harassment, discrimination, or retaliation as protected by both federal and state laws. If you feel that you have been the victim of harassment, discrimination, or retaliation please contact Jody Thomas in Volunteer Services or Shelby Slowik in Human Resources.

Emergency/Safety/Security Procedures
The role of a volunteer during an emergency is to alert a Conner Prairie staff member and then follow their directions. Volunteers are typically posted with or near a paid staff member. In the event that a paid staff member is not in the vicinity, please use one of the many company phones and dial “0”.

Closing and/or Cancellation of Programs or Events
In the rare event that a program is cancelled due to the weather, the event manager has been given your phone number and will attempt to contact you. If you question whether the event is still taking place, call Conner Prairie at 317.776.6000 and ask the operator, or watch one of the local TV news stations for weather related closings. Some event cancellations, including Symphony on the Prairie and Headless Horseman, are posted on our website.
Photo Release
Please note that all volunteers are asked to sign a photo release prior to volunteering at Conner Prairie. This release allows any images taken of you to be used in publications by or about Conner Prairie. If you do not want your picture taken for this purpose, please notify the photographer should you find yourself in such a position.

Importance of Communicating Changes in Contact Information
It is essential that volunteers notify Volunteer Services of any changes in contact information such as mailing address, telephone numbers, email address and emergency contact information. This information is needed to guarantee that you receive our monthly mailings and so we are able to contact you, or your emergency contact, if needed.

Volunteer Golf Cart/Tractor Operation
When driving Conner Prairie vehicles, you are expected to exercise care and follow all operating instructions, safety standards and guidelines.

- To operate any Conner Prairie vehicle, you must first indicate your interest to volunteer department staff.
- To be assigned to drive a Conner Prairie vehicle, volunteers must pass a driver’s license check, attend any required training and sign a waiver.
- The improper, careless, negligent, destructive or unsafe use or operation of vehicles may result in disciplinary action, up to and including termination of volunteer status.
- In case of an accident in a Conner Prairie vehicle, please notify your staff supervisor immediately.
Customer Service Expectations
As a volunteer, you are a Conner Prairie customer service ambassador! Our Opening Doors philosophy supports ensuring the best experience is received by all. Making a good first impression is essential. First impressions are formed within seven (7) seconds of an interaction. Your non-verbal cues such as facial expression and body language can have four (4) times the impact over what you say. Whether interacting with a guest or employee, the following customer service tools should be employed to ensure service excellence:

1. **Empathy and Patience**: Take your communication cues from the guest or employee and interact accordingly. Whether confused, curious, frustrated, happy or even angry, show each person empathy and patience when providing assistance.
2. **Adaptability**: Realize every guest and employee is different. A communication style that works well in one interaction, may not work for another. Don’t be afraid to adjust accordingly.
3. **Positivity**: Always be positive no matter what situation arises. Attitudes are infectious. If you remain positive during a challenging communication exchange, it is more likely to end positively.
4. **Knowledge**: Knowledge is power. Keep updated on all things Conner Prairie. If you don’t know something, find out. You have many resources available to you.
5. **Respect**: Show respect for all diversity and treat people fairly, equally and without discrimination.

Volunteer Conduct Policy
To ensure the best possible environment for all volunteers, we expect you to follow rules of conduct that will protect the interest and safety of all volunteers and Conner Prairie, whether on- or off-site. Although it is not possible to list all the forms of behavior that are considered unacceptable, the following are some examples of conduct that may result in ending your volunteer status:

- Disrespectful treatment of (or behavior towards) a guest, program participant, employee or another Conner Prairie volunteer.
- Theft of property.
- Working under the influence of alcohol or illegal drugs.
- Fighting or threatening violence.
- Violation of safety rules.
- Sexual or other unlawful harassment.
- Possession of dangerous or unauthorized materials such as explosives or firearms.

Termination of Volunteer Status
The ending of volunteer status may occur for a number of legitimate reasons including but not limited to those listed above. Termination may transpire by either:

- Voluntary written notification ending volunteer status initiated by the volunteer.
- Revocation of volunteer status initiated by Conner Prairie due to conduct considered unacceptable by the organization.
ON-SITE EATING / RESTING FACILITIES

Employee Lounge
The employee lounge is located on the lower level of the Welcome Center in the staff hallway (same as the employee entrance) and volunteers are welcome to use it on breaks while volunteering at Conner Prairie. It has refrigerators, a microwave oven, sink and vending machines.

Volunteer Lounge
The volunteer lounge is located on the 2nd floor of the Welcome Center just around the corner from the public restrooms. This lounge can be used to eat lunch and to store valuables while volunteering, although most volunteers choose to carry their valuables with them, leave them in their vehicle or at home. Conner Prairie is not responsible or liable for any personal items brought either into the facilities or grounds by a volunteer.

Café on the Common
Conner Prairie’s outdoor cafe is located just outside the Welcome Center, near 1859 Balloon Voyage. The café is open April – October for lunch from 11 am-2 pm and for snacks and drinks from 2-5:15 pm. A variety of sandwiches, salads and kid friendly meals are available. Volunteers receive a 10% discount for their meal when showing their identification badge.

Restrooms
Restrooms are located in the hallway just off the Great Hall in the Welcome Center and on the 2nd floor, next to Woodland North and South. Restrooms are also located outside, on your left as you exit the Welcome Center, in the Necessary (located in Prairietown), and in the River Crossing/Depot Store building in 1863 Civil War Journey.

VOLUNTEER OPPORTUNITIES

Volunteer opportunities at Conner Prairie are constantly changing. Please refer to Conner Connection, the monthly volunteer newsletter, for current needs. Conner Connection also includes a listing of the dates that special events and programs will be posted for self-scheduling in Volgistics, our web-based scheduling and record keeping system. Last minute needs may be sent to you via email.

Choosing a Departmental Volunteer Assignment
There are many different opportunities for volunteering. Some of the on-going departmental volunteer opportunities are listed below. Additional positions are added or created when new needs arise or to supplement new and existing programs and events. Please check the newsletter and your email for announcements regarding these posts. Examples of some volunteer assignments include:

- **Administrative Support** – Help with mailings, data entry, typing, filing, inventory and general office work (weekdays, as-needed).
- **Conner Prairie Store** – Assist guests, organize displays and inventory, operate the cash register and stock merchandise.
- **Core Experience** – 3rd person interpretation in specific areas involving special application and more extensive training.
- **Gardening** – Plant, maintain and harvest gardens on the grounds and in the historic and common areas.
• **Group Greeters** – Greet and check-in tour and school groups as they arrive at Conner Prairie. Provide maps, answer questions and assist with admission payments. (Seasonal)

• **Membership Services** – Help with membership sales and renewals, assist with member-only lines at events and assemble promotional materials.

• **School Tours** – Assist staff on busy school tour days by greeting buses as they arrive, answering questions and offering directional assistance.

**Signing Up For Special Events and Programs**

Conner Prairie hosts a variety of special events and programs throughout the year, all requiring volunteer assistance including Symphony on the Prairie, Headless Horseman, A Merry Prairie Holiday, Festival of Machines and others. Signing up for special events and programs is done in Volgistics, our web-based scheduling and record keeping system.

Advance training is required for some positions. To learn more about these and other opportunities, please contact Volunteer Services or read about them in the volunteer newsletter.

**YOUR FIRST DAY OR ASSIGNMENT**

Where you report on your first day depends on the post and/or event for which you are volunteering.

- **If you are volunteering for a departmental assignment**, you will need to find out from your department contact where to check in. The department and/or your given job will determine the location.

- **When volunteering for a special event**, instructions specific to that event such as what to wear, where to report and other important details, will appear in Volgistics when you select your shift and job. You do not need to report earlier than the start time of your assigned shift.

Regardless of your assignment, if you have any questions, please contact Volunteer Services BEFORE you are scheduled to volunteer.

If this is your first assignment, please be sure you have your volunteer shirt and name badge before your scheduled shift. The volunteer office is not staffed on weekends.

**RECORDING DONATED HOURS / VOLGISTICS INSTRUCTIONS**

Recording your donated time is an important part of volunteering. The hours you volunteer are considered an in-kind donation. Besides being used to recognize our dedicated volunteers, this information assists Conner Prairie in applying for grants and other types of funding, a big part of our annual revenue. Annual hours demonstrates the amount of community involvement the museum receives. Volunteer hours are recorded in Volgistics, a web-based scheduling and record keeping system. Each volunteer with web access is responsible for entering their hours each time they volunteer. This may be done from a home computer, smartphone, tablet, or anywhere with internet access. There is also a touchscreen computer monitor located in the Welcome Center for signing in and out. Instructions for using Volgistics are as follows.
Setting Up Your Profile and Password

- Following orientation, ALL volunteers with an email address will receive an email with a temporary password from the volunteer department.
- This email includes a link to use when accessing Volgistics from your home computer, tablet or smartphone. Save it in your web favorites for quick access or on your desktop.
- Your login is always your email address.
- The first time you sign in using the temporary password it will prompt you to immediately change it. Your personal password may be anything you choose, preferably something you will easily remember. We do not have access to your passwords.
- When you login to Volgistics for the first time, check all of the contact information on your profile page and change anything that is incorrect. Always click “save” after changing information.
- If more than one person in your household volunteers and you use the same email address, you will both use that email as your login but MUST have different passwords.
- If you volunteer at another organization that uses Volgistics and your email is also your login there, you must use a different password at Conner Prairie.

Most, but not every position is scheduled through Volgistics. Some jobs are scheduled with individual department staff. You will be notified beforehand if you are volunteering for a department that does not use Volgistics for scheduling. Those hours must still be recorded in Volgistics.

Recording Volunteer Hours

- When you are volunteering, you may sign in and out via the touch-screen computer in the Welcome Center OR, you may record your hours from home.
- To record hours, login to your volunteer page, click on “post your hours” OR “timesheet”. Then click the date you volunteered, the time you started and the time you finished, then choose the job you did from the drop-down menu.

Volgistics PIN

Your Volgistics PIN is only needed at the touch-screen computer, located in the downstairs employee hallway. It is used for signing in and out. The PIN is not needed to do anything from your home computer. The PIN you have been assigned is the primary phone number in your volunteer record, entered without the area code and without a dash (i.e. 7766000).

Signing up for Special Events and Programs

Emails will be sent when events have been posted in the system and you are able to self-schedule. Please do not sign up for event shifts before receiving this email. Using this system is very simple. When you sign up for an open position in Volgistics, you are both scheduled and confirmed. Following are the basic instructions:
• REMEMBER to save the link for Volgistics on your computer, tablet or phone. It is the only way to access the system specific to Conner Prairie.

• Sign in using your email address as the login, and the password you chose.

• Click on “my schedule” OR “sign up”.

• Search openings by event, or by the month in which the event takes place (i.e. October for Headless Horseman).

• Orange icons saying “help wanted” appear on dates with available shifts when volunteers are needed.

• Click on a date that you want to volunteer.

• Only the positions still available for that date will appear.

• If you want to see a position description, click on the position name and a description will pop up OR scroll down the page for a full list of position descriptions and instructions.

• When you see the date and position that you want, click on the green “schedule me” bar.

• The scheduled position will pop up and will ask you to confirm the information is correct. When you click “yes”, you are scheduled for that shift.

• You may only sign up for one day at a time so if you want multiple shifts, you have to repeat this process. It only takes a few minutes.

• Volgistics automatically sends out schedule reminders at the beginning of each month, and several days before your scheduled shifts.

• Always check the “directions” section when signing up for a shift. It lists the information regarding training, where to sign in, park, who you report to, etc.

CHANGING OR CANCELING A SCHEDULED SHIFT

Departmental Volunteer Assignments
If you need to change or cancel a shift for an on-going departmental assignment, please contact the staff member in charge directly. If you are unsure who to call, leave a message with Volunteer Services, 776.6000 ext. 258 or ext. 264.

Special Events and Programs
Shifts scheduled through Volgistics may be canceled by the volunteer up to three days before the event or program. If you are canceling less than three days prior, you must contact Volunteer Services by email or at 776.6000 ext. 258 or ext. 264.

GLOSSARY OF TERMS
This is a listing or frequently used terms you will hear and use when volunteering. All of these definitions are written specifically to the purposes of Conner Prairie and may have wider definitions at other institutions.

• **300**: The radio code for the security/reception desk.

• **405**: An adult manager who oversees the grounds on a given day. Changes daily.

• **900**: Radio code for the EMT and emergency security person.

• **A Merry Prairie Holiday (AMPH)**: a holiday themed festival featuring light displays, North Pole Workshop, wagon rides, a carousel, and more.

• **Apple Store**: Store featuring apple products like caramel apples and cider slushies, open 9/1-10/31.
• **Blue shirt:** A staff member who interprets in 3rd person and wears a blue shirt. You have the advantage of being able to directly refer to modern times when talking with a blueshirt.

• **Briefing:** Morning meeting for staff/volunteers before we open each day. Attendance is taken, major objectives for the day discussed, special guest info passed along, etc. Site briefings are held by area – Conner House, Lenape, Welcome Center, Civil War Journey and Prairietown.

• **Candlelight or Conner Prairie by Candlelight:** Evening December program that takes place in 1836 Prairietown and focuses on holiday traditions. This program is now part of A Merry Prairie Holiday.

• **CWJ, Civil War Journey or 1863 Civil War Journey:** This site, at the southern area of CP’s property, is set in 1863 and tells the story of General John Hunt Morgan’s Confederate raid on Dupont, Indiana.

• **Collections:** Department that tracks, purchases and repairs our artifacts and reproductions. Can approve various props (like toys and books) for use on the grounds.

• **CP:** Conner Prairie

• **Eli Lilly:** Grandson of the famous pharmacist, he bought and renovated the Conner House, started a progressive farm and laid the groundwork for what Conner Prairie is today and left a generous trust to keep the museum running.

• **Employee/Volunteer Entrance:** Doors to the far left of the Welcome Center as you drive up, down a loading ramp. Staff and volunteers should enter and exit through these doors.

• **FOM or Festival of Machines:** A weekend event taking place in September. The program’s focus will be on Indiana’s history as it relates to machines, mostly automotive.

• **G4 or Glorious 4th:** Special event on July 4 that features patriotic activities, militia drills and the reading of the Declaration of Independence in Prairietown.

• **GBJ or Gingerbread Jamboree:** A winter program for young students in the Welcome Center, Conner House and Animal Encounters that focuses on holiday traditions including finding the gingerbread man. This program is scripted.

• **Great Hall:** The front entrance lobby area of the Welcome Center where guests buy tickets.

• **Guest:** Visitor on the grounds of Conner Prairie. A “guest” implies that this is someone that you have invited into your home or space so they should be treated as such.

• **HH or Headless Horseman:** An October evening program featuring a haunted hayride and spooky activities. A favorite fall tradition.

• **Interpretation:** Any interaction that you have with a guest.
• **Interpretation, 1st Person**: Refers to costumed interpretation, in which youth and staff pretend to be historic characters. Can also be known as living history. Often characterized by “I” words – “I live here in Prairietown” or “I was born in 1795.”

• **Interpretation, 3rd Person**: Refers to interpretation done in modern clothes, a blue shirt for staff and a red shirt for volunteers. Has the advantage of being able to directly refer to modern times when communicating with guests. Core Experience volunteers.

• **Museum Theater**: For Conner Prairie this is an intentional presentation on a specific story. For example, The Mayfield and Nichols Store presentation in the Civil War Journey area or the play “William Conner’s Tough Choices”.

• **Off-season**: The outside grounds are closed to the public except for special programs, November - March.

• **Orientation**: A post that is interpreted in blue shirt offering guests a frame of reference and context to the area of the grounds that they are about to enter. There are orientation posts in Lenape, Prairietown and CWJ.

• **Outfitter**: Orientation person in blue shirt at the Prairietown crossroads. Also, the designated post to always be on radio in Prairietown.

• **Period**: Of a particular time period – like 1836 Prairietown or 1863 Civil War Journey.

• **PIC or Person in Charge**: This person is responsible for checking in with the staff or volunteers in their designated areas and making sure that things are running smoothly. They run briefings, take attendance, assign daily tasks if needed, etc. Types of PICs include Youth PICs (in charge of youth), Site PICs (in charge of historic areas for the day) and event PICs (in charge of special events like Follow the North Star).

• **Post**: The area/place/building where you are scheduled to work, such as 1836 Prairietown, Lenape, Create.Connect or Discovery Station.

• **Red shirt**: An adult volunteer who interprets in 3rd person and wears a red shirt.

• **Roving**: Youth older than the age of 16, in Prairietown, who are not assigned to a specific post. They provide extra engagement activities wherever needed and help mentor younger youth.

• **Regular Season or Open Season**: The outdoor grounds are open to the public Tuesday – Sunday, April – October.
• **Site PICs:** The Person(s) in Charge of specific areas for the day, such as Prairietown, Welcome Center, etc.

• **SOP or Symphony on the Prairie:** Summertime concerts put on by the Indianapolis Symphony Orchestra on weekends and holidays.

• **Welcome Center:** Main building at CP. Includes offices, the staff lounge, and exhibit areas that are open to the public and are staffed (Discovery Station, Craft Corner and Create.Connect).

• **William Conner:** The man who gave us our name! Trader and politician from the early 1800s. His brick house is one of our mainstays on the ground.

• **YACs or Youth Agriculture Captains:** Leadership team of older youth who take extra training on animals, take a key role setting up the Conner Barn each morning, and help mentor other youth in Animal Encounters and Ag posts of Prairietown. This team is led by the Ag staff.

• **YIC or Youth in Charge:** An older youth who carries a radio, gives breaks and checks on other youth during large special events.

• **Youth PIC:** The staff member in charge of youth volunteers on a given day. Usually either Sarah Morin or Bill Freil, but other staff members fill in when needed.

• **Youth Lounge:** Where the youth store their belongings, eat lunch and are signed in and out. Located in the employee hallway that leads out to the grounds.

• **Youth/Youth Volunteer/Youth Interpreter:** An amazing young person between the ages of 10 and 18, who interacts with guests, helps out on post and is fun to work with.

**WHERE TO GO WHEN YOU HAVE QUESTIONS**

If you have general questions regarding volunteering at Conner Prairie, please contact Jody Thomas, Volunteer Manager ([jthomas@connerprairie.org; 214.4704](mailto:jthomas@connerprairie.org)) or Pam Westermann, Volunteer Administrator ([westermann@connerprairie.org; 214.4471](mailto:westermann@connerprairie.org)). Either Jody or Pam is available Monday – Friday, 8:00 am-4:30 pm. They are not in the office on weekends. Information about volunteering at Conner Prairie, as well as our volunteer application, can be found at [connerprairie.org](http://connerprairie.org).

If you have questions about your current departmental volunteer post, please contact the departmental staff member in charge of that area or the person you have been communicating with directly. If you need additional information, do not hesitate to call Volunteer Services at the numbers or email addresses listed above.

If you have questions about Conner Prairie’s special events, programs and classes, please refer to our website, [connerprairie.org](http://connerprairie.org). Follow us on Facebook, Twitter or Instagram. For the most up to date information, sign up for Conner Prairie E-News by visiting our website and clicking on “E-News Sign Up”.

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Volunteer Newsletter
Conner Prairie’s monthly volunteer contains new volunteer opportunities, a calendar of upcoming events and current news about the happenings at Conner Prairie. An email is sent to volunteers each month when the latest newsletter is available.

Conner Prairie Membership
Volunteers may truly benefit by becoming a Conner Prairie member. Please contact Member Services at 317.776.6000 ext. 286 if you would like additional information on how to become a Conner Prairie member. Volunteers may earn a free membership if they record 100-plus hours in a year.

Daily Guest Map & Schedule
The daily schedule of events, including a map of the grounds, may be picked up at the Ticket Desk in the Great Hall on the days you volunteer.

THANK YOU FOR VOLUNTEERING AT CONNER PRAIRIE, AND HAVE FUN!